
CUSTOMER SUPPORT ANALYST RESUME

Job Objective:

Obtain a Customer Support Analyst position in a well established firm that offers opportunities for professional growth.

Highlights of Qualifications:

- Certified in MRM and MCM
 - Remarkable ability to creatively utilize all available resources to satisfy customer
 - Excellent communication and writing skills
 - A great deal of experience with client server and web-based applications
 - In-depth knowledge of Visual Studio, Oracle, SQL Server, HTML and email deliverability
 - Strong troubleshooting and support skills
 - Ability to manage issues with calm, comfort, and ease.
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Professional Experience:

Customer Support Analyst, August 2005 – Present
McKesson Corporation, Chicago, IL

- Developed and maintained in-depth knowledge of products in order to support customers.
- Managed customer's expectations and ensured satisfaction with products.
- Ensured that every customer is treated professionally and with respect.
- Acted as a customer advocate to Product Management and Development.
- Communicated with Quality Assurance to report bugs recognized by customers.
- Ensured proper escalation took place for unresolved issues and customer remains are satisfied.
- Gained and maintained current knowledge of Support Policies and Procedures.

Customer Support Analyst, May 2000 – July 2005
Deltek Systems, Chicago, IL

- Consistently prioritized a shifting workload to ensure that all situations are addressed in a timely manner.
 - Exchanged and shared information through a variety of methods such as email, knowledgebase, case notes, chat sessions and blogs.
 - Managed and handled multiple internal systems while communicating with customers and troubleshooting various issues.
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Education:

Bachelor's Degree in Accounting, University of California, Berkeley, CA

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